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<010>	Study Area Code	100004			
	Study Area Name	CHINA TEL CO.	in		
<020>	Program Year	2016			
-	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo			
<035>	Contact Telephone Number: Number of the person dentif ed in data line <030>	2075354126 ext.			
<039>	Contact Email Address: Email of the person dentif ed in data line <030>	bgalardo@fairpoint.	. com		36
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andre I.	and the state of the said				(check box when complete)
<100>	Service Quality Improvement Reporting		(complete attached wor	rksheet)	V 111111
	Outage Reporting (voice)		(complete attached wor	rksheet)	1 1
<210>		outages to report			· ANTHY
<300>	Unfulfilled Service Requests (voice)			<b>n</b>	
<310>	Detail on Attempts (voice)				
				(attach descriptive	document)
<320>	Unfulfilled Service Requests (broadband)			_	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
<330>	Detail on Attempts (broadband)			(attoch descriptiv	e document)
<400>	Number of Complaints per 1,000 customers (voice)	_ 1			
<410>	Fixed				1 1
<420> <430>	Mobile  Number of Complaints per 1,000 customers (broads	hand)			
<440>	Fixed Fixed	Januar			
<450>	Mobile Service Quality Standards & Consumer Protection R	ules Compliance	and the second second		
<500>	Service Quality Standards & Consumer Protection R	ules Compliance	(check to indicate cert	ification)	/
<510>			lattacked decolor	a document	
/2103			fattached descriptiv	e aucumentj	
					4 <u></u>
<600>	Functionality in Emergency Situations		(check to indicate cert	ification)	1
	100004MR610.pdf				
			(attached descriptive de	ocument)	
<610>					
<700>	Company Price Offerings (voice)		(complete attached wo	orksheet)	
<710>	Company Price Offerings (broadband)		(complete attached wo		
<800> <900>	Operating Companies and Affiliates Tribal Land Offerings (Y/N)?	file.	(complete attached wo		
	Voice Services Rate Comparability Certification	-	es et de la complete		111111
	1010 Voice Service Rate Comparability.pdf	_			
<1010>	•	*,	(attach descriptive do	cument)	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
<1100>	•	⊙ C	(If not, check to Indica	ate certification)	
<1110>			(complete attached w		
<1200>	Terms and Condition for Lifeline Customers	Decumentation Mr. 1	(complete attached w	orksheet)	ALLEST Y
	Price Cap Carriers, Proceed to Price Cap Additional Including Rate-of-Return Carriers affiliated with Pri				
<2000>	messaing nate of neturn curriers applicated with Pr	ne cap total extinity	(check to indicate certi	ification)	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
<2005>	Park of Parking Condition Provided to Post 1 (1997)	Danis and and	(complete attached wo	orksheet)	✓
<3000>	Rate of Return Carriers, Proceed to ROR Additional	Documentation Work	(check to Indicate certi	ification)	
<3005>			(complete attached wo		

0 31000	rvice Quality Improvement Reporting llection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	100004
<015>	Study Area Name	CHINA TEL CO.
<020>	Program Year	2016
:030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) <b>O O</b>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no ) O O
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only required to address voice telephony service.	112 Service Quality Improvement Reporting 2015.pdf
<113> <114> <115>	Maps detailing progress towards meeting plan targets Report how much universal service (USF) support was received	Not Applicable  Not Applicable  Not Applicable
<116>		
(117>		Not Applicable
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Not Applicable  Not Applicable

(200) Service Outage Reporting (Voice)	<b>生态</b> 第 第 3		FCC Form 481
Data Collection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819
	工业 流 发生	<b>《大百》</b>	July 2013

<010>	Study Area Code	100004
<015>	Study Area Name	CHINA TEL CO.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<220>

<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
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Fifty expectations in the part of the most con-<010> Study Area Code 100004 Study Area Name CHINA TEL CO. <020> Program Year 2016 <030> Contact Name - Person USAC should contact regarding this data Barbara Galardo <035> Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext. Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com <701> Residential Local Service Charge Effective Date

<702> Single State-wide Residential Local Service Charge

1/1/2015

<703>

		J - 211	202		20th	7635	389	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
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				- See at	tached worksheet			
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<010>	Study Area Code	100004	
<015>	Study Area Name	CHINA TEL CO.	
<020>	Program Year	2016	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

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	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select
				See attac	hed				
				Worksheet					
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<010>	Study Area Code	7 10 - XV	100004	At a second and a second a second and a second a second and a second a second and a		
<015>	Study Area Name	189	CHINA TEL CO.			
<020>	Program Year		2016			
<030>	Contact Name - Person	USAC should contact regarding this data	Barbara Galardo			
<035>	Contact Telephone Nur	nber - Number of person identified in data line <030>	2075354126 ext.			
<039>	Contact Email Address	Email Address of person identified in data line <030>	bgalardo@fairpoint.com	7 1. · · · · · · · · · · · · · · · · · ·		
<810>	Reporting Carrier	China Telephone Company				
<811>	Holding Company	FairPoint Communications, Inc.				
<812>	Operating Company	China Telephone Company				

+		(83)	
	Affiliates	SAC	Doing Business As Company or Brand Designation
	14. (14. (14. (14. (14. (14. (14. (14. (		
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		See attached worksh	eet
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<u> </u>	and the second s	A STATE OF THE STA	511 (4) \$
<010>	Study Area Code	100004	
<015>	Study Area Name	CHINA TEL CO.	
<020>	Program Year	2016	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	Tavata and a second a second and a second an
<910>	Tribal Land(s) on which ETC Serves		
	^		
<920>	Tribal Government Engagement Obligation		
	5		
<921>			
<922>	Feasibility and sustainability planning;		
<923>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
<925>	Compliance with Land Use permitting requirements		
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes	(X - 2)	90
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Cultural Preservation review processes  Compliance with Tribal Business and Licensing requirements.		
<b>C3Z3&gt;</b>	compliance with initial business and ticensing requirements.		

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<010>	Study Area Code	100004	
<015>	Study Area Name	CHINA TEL CO.	
<020>	Program Year	2016	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<1130>			

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<010>	Study Area Code		100004				
<015>	Study Area Name		CHINA TEL CO.				
<020>	Program Year		2016				
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo				
<035>	Contact Telephone Number - Number of person identified in data li	ne <030>	2075354126 ext.				
<039>	Contact Email Address - Email Address of person identified in data I	ine <030>	bgalardo@fairpoint.com				
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		100004ME1210.pdf				
<1220>	Link to Public Website	НТТР	www.tariffs.net/fairpoint/tie	er.asp?ci	d+1644		
			*				
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<b>7</b>					
<1222>	Details on the number of minutes provided as part of the plan,	1					
<1223>	Additional charges for toll calls, and rates for each such plan.	<b></b>					

ing a comp	ne de proposition de la company de la compan		Line Section	a ka wasan nama	aterio (3). Ote Conste, Statisphillescouch, Elding. Electe
<010>	Study Area Code	100004			
<015>	Study Area Name	CHINA TEL CO.			
<020>	Program Year	2016	- 121		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo			
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com			
	e appropriate responses below (Yes, No, Not Applicable) to note compliance as America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information of the complex of t	[18] : [18] [18] [18] [18] [18] [18] [18] [18]			용상 시리에서 발생하는 그리는 점점 가게 없어요? 아이들은 사람들은 사람들이 되었다면 하는 사람들이 되었다면 하는데
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1)i)			Yes	
<2011a	> 3rd Year Certification {47 CFR § 54.313(b)(1)ii}				
<2011b	Attachment {47 CFR § 54.313(b)(1)ii}			1-1-1-1	
that the Opportu <2023>7 year in a funding	Recipient certifies, representing year one after filing a notice of acceptance of fund locations in question are not receiving support under the Broadband Initiatives Pro inities Program for projects that will provide broadband with speeds of at least 4 M The attachment on Line 2024 includes a statement of the total amount of capital fundenting Connect America Phase I deployment obligations, accompaned by a list of was spent. This covers year one - 54.313(b)(2)(ii)  Attach list of census blocks indicating where funding was spent in year one - 54.31	ogram or the Broadband Techno bps/1 Mbps - 54.313(b)(2)(i) anding expended in the previous census blocks indicating where	Name	e of Attached Document(s) Listing Re  Not Applicable  Not Applicable  of Attached Document(s) Listing Re	
	Attach Geocoded Information for Phase I, 2nd year milestone reports - Connect An and Order, FCC 13-73, paragraph 35 (May 22, 2013)	nerica Fund, WC Docket 10-90,	100004ME202		
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		Name	e of Attached Document(s) Listing Re	quired Information
<2012>	- ^ 발문사용 프라이트 ( ) : [ [ [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [				
<2013>	2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))				]
<2014>	2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))			Yes	
<2015>	2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}				<b>」</b>
<2016>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d)) Certification Support Used to Build Broadband			Not Applicable	
<2017> <2018> <2019> <2020> to § 56	Connect America Phase II Reporting (47 CFR § 54.313(e))  3rd year Broadband Service Certification  5th year Broadband Service Certification Interim Progress Certification Please check the box to confirm that the attached document(s), on line 2021, colors (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, nations to which began providing access to broadband service in preceding calendary	nes, and addresses of communi			
<2021>	Interim Progress Community Anchor Institutions				
			Name of Attac	hed Document(s) Listing Required In	formation

	The second second second	
DEDACTED	COD DUD	IC INCOPPORTION

<010>	Study Area Code	100004
<015>	Study Area Name	CHINA TEL CO.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010)	Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(i))	
		Name of Attached Document Listing Required Information
(3011)		
	2	
(3012)	Community Anchor Institutions {47 CFR § 54.313{f}(1){iii}}	
(3013) (3014)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} If yes, does your company file the RUS annual report	Name of Attached Document Listing Required Information (Yes/No) (Yes/No) (Yes/No)
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	
(3016)		
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	
		Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a	format comparable to RUS Operating Report for Telecommunications
(3020)		
(3021)		
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	_
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications	
5255735327	Borrowers,	
(3023)	Underlying information subjected to a review by an independent certified public accountant	
(3024) (3025)	Underlying information subjected to an officer certification.	
n in		
(3026)	Attach the worksheet listing required information	
		Name of Attached Document Listing Required Information

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<010>	Study Area Code	100004
<015>	Study Area Name	CHINA TEL CO.
020>	Program Year	2016
030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

<010>	Study Area Code	100004				
<015>	Study Area Name	CHINA TEL CO.				
<020>	Program Year	2016				
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo				
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.				
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com				

### TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

# Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: CHINA TEL CO. Signature of Authorized Officer: Mike Skrivan Title or position of Authorized Officer: Mike Skrivan Title or position of Authorized Officer: 2075354150 ext. Study Area Code of Reporting Carrier: 10004 Filing Due Date for this form: 07/01/2015 Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

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<010>	Study Area Code	100004	<u> </u>
<015>	Study Area Name	CHINA TEL CO.	
<020> 1	Program Year	2016	
<030> (	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	401
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	•

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State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
ME	China -Premium		FR	19.08				
ME	South China -Premium		FR	19.08	i			
ME	East Assistance - Stepting		FR	19.08	i			
ME	China - Economy		FR	17.58				
MB	South China -Economy		FR	17.58				
ME	East Vasselboro - Economy		FR	17.58				
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<010>	Study Area Code	100004	
<015>	Study Area Name	CHINA TEL CO.	
<020>	Program Year	2016	1. 28
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com									
							4227		0.000
. +1		g care the	1155	(E) #E <sub>2</sub>	100	10086	- 10	243	- ye
State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Broadband Service - Download Speed (Mbps)				
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1								((C-1)(-1)(-1)(-1)(-1)(-1)(-1)(-1)(-1)(-1)(	
	144		State Exchange (ILEC) Residential	State Exchange (ILEC) Residential State Regulated	State Exchange (ILEC) Residential State Regulated	State Exchange (ILEC) Residential State Regulated Broadband Service -  Rate Fees Download Speed	State Exchange (ILEC) Residential State Regulated Broadband Service -  Rate Fees Download Speed	State Exchange (ILEC) Residential State Regulated Broadband Service - Download Speed	State Exchange (ILEC) Residential State Regulated Broadband Service - Download Speed

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<010>	Study Area Code	100004
<015>	Study Area Name	CHINA TEL CO.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bualardo@fairpoint.com

Contact En	nail Address - Email Add	ress of person identi	ified in data line <030	> bgalardo@fairpo	oint.com				
(d)-	-12/	-#::	.k#/	F	-49%	f.st.			
State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Broadband Service - Download Speed (Mbps)				Sec. 2
. 1 88									
					9				
		-{x}	State Exchange (ILEC) Residential	State Exchange (ILEC) Residential State Regulated	State Exchange (ILEC) Residential State Regulated	State Exchange (ILEC) Residential State Regulated Broadband Service - Download Speed	State Exchange (ILEC) Residential State Regulated Broadband Service -  Rate Fees Download Speed	State Exchange (ILEC) Residential State Regulated Broadband Service - Download Speed	State Exchange (ILEC) Residential State Regulated Broadband Service - Download Speed

F-15 - \$ -	Territory and		\$6 (Se v. 194)
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<010>	Study Area Code		100004
<015>	Study Area Name		CHINA TEL CO.
<020>	Program Year	34 467	2016
<030>	Contact Name - Person I	JSAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address -	Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	China Telephone Company	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	China Telephone Company	

1905 - 190	1	The state of the s
Affiliates	SAC	Doing Business As Company or Brand Designation
Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
Chautauqua & Erie Communications, Ltd		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
China Telephone Company	100004	dba FairPoint Communications Inc.
Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
Columbine Telecom Company	462204	dba FairPoint Communications Inc.
Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co	100015	dba FairPoint Communications Inc.
C-R Communications, Inc.		V 1000
C-R Long Distance, Inc.		dba FairPoint Long Distance
C-R Telephone Company	341009	dba FairPoint Communications Inc.
El Paso Long Distance Company		dba FairPoint Long Distance
El Paso Telephone Company	341004	dba FairPoint Communications Inc.
Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

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<010>	Study Area Code		100004
<015>	Study Area Name		CHINA TEL CO.
<020>	Program Year		2016
<030>	Contact Name - Person I	USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address -	Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	China Telephone Company	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	China Telephone Company	

<813>	***	
Affiliates	SAC	Doing Business As Company or Brand Designation
Elltel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri Inc.		
FairPoint Broadband, Inc.		
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)	V O-CHI	
FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.
Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.
Germantown Long Distance Company		dba FairPoint Long Distance
GTC, Inc.	210291	(Florala) dba FairPoint Communications Inc.
GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.
Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.
Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.
Marianna Tel., Inc.		
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.
Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.
Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.
Orwell Communications, Inc.		dba FairPoint Long Distance

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<010>	Study Area Code		100004	
<015>	Study Area Name		CHINA TEL CO.	
<020>	Program Year		2016	
<030>	Contact Name - Person U	JSAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - I	Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<810>	Reporting Carrier	China Telephone Company		
<811>	Holding Company	PairPoint Communications, Inc.		
<812>	Operating Company	China Telephone Company		

The state of the s	i tr	4.
Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Telephone Company	300649	dba FairPoint Communications Inc.
Peoples Mutual Long Distance		
Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications Inc.
ST Enterprises, Ltd.		
ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahom
St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.
Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.
Sunflower Telephone Co	461835	dba FairPoint Communications Inc.
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.
Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.
UI Long Distance, Inc.		dba FairPoint Long Distance
Utilities, Inc.		dba FairPoint Communications Inc.
YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.
	2000 THE REAL PROPERTY.	

FCC Form 481

Line 112- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. The bureau stated that "until the [Connect America Phase II forward-looking] cost model is adopted and incumbents have the opportunity to accept a state-level commitment, it does not serve the public interest" to require price cap ETCs to file five-year plans.<sup>1</sup>

<sup>&</sup>lt;sup>1</sup> Connect America Fund et al. WC Docket No. 10-90 et al., Order, 28 FCC Rcd 2051, 2054, para. 8 (Wireline Comp. Bur. 2013) (ETC Reporting Requirements Order).

# China Telephone Company Maine 100004

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

China Telephone Company, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." <sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

Maine Telephone Company, Standish Telephone Company, China Telephone Company, Northland Telephone Company and Sidney Telephone company (collectively the TG companies) are not currently under any "formal" Service Quality Reporting. The companies do report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are – Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at <a href="mailto:consumer@fairpoint.com">consumer@fairpoint.com</a>. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

<sup>&</sup>lt;sup>1</sup> Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>&</sup>lt;sup>2</sup> Id. at para. 28.



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

# **Business Continuity Plan Overview**

## Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan ("BCP") is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope
- BCP Components
- Plan Maintenance

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- <u>Infrastructure Integrity</u> Without critical infrastructure systems, the ability for all other FairPoint business operations (back / front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff and equipment, service utilities, telecommunications and data network, IT network, and related infrastructure based items.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- Information Technology ("IT")
- Administrative and Support Operations
- Inside and Outside Plant Operations
- Network Operations Center ("NOC")
- Enhanced 9-1-1 ("E-911")
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents. All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



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# **BCP Components**

The BCP consists of several components:

- Operational Preparedness for Expected Events (i.e. weather related events)
- Event / Crisis Communication Plan
- Redundancy Mapping
- Department Recovery Plans
- Information Technology Continuity Plan

The following is a brief summary of the plan components.

### Operational Preparedness for Expected Events

Weather events such snow, ice and wind can negatively impact power and communications infrastructure. While this threat cannot be eliminated, FairPoint takes steps to mitigate a storm's impact through preparedness and response. Steps include:

- Pre-event planning based on information provided by National Oceanic and Atmospheric Administration ("NOAA")
- Coordinate planning and recovery efforts through state emergency management groups
- Engage supply chain vendors to delivery additional stock prior to the expected event
- · Inspect, test and fuel emergency generators in anticipation of a power outage
- Reallocate / relocate staff in order to respond to the pending event

### **Event / Crisis Communication Plan**

Communications is a key element to respond and recover business operations. Event / Crisis Communications are facilitated by FairPoint's Risk Management Team who assume the role of incident command from the onset of the event until normal operations are resumed.

FairPoint uses a dual level communication strategy as part the Event Communication Plan. The primary level is the workgroup comprised of both employees and vendors that are directly involved in the recovery work. The secondary level consists of internal interested parties made up of our Strategic Leadership Team. The role of the secondary level is to facilitate communications both internally and externally regarding the event and our path to response and recovery. For 2014, FairPoint has partnered with SunGard and will be deploying a hosted event communication platform in order increase our speed and reach of communications during an event.

### **Redundancy Mapping**

The process of redundancy mapping reviews operations within the FairPoint organization to identify alternate facilities and work locations that can be used in the event a primary location is not accessible. Given the geographic spread of FairPoint's Northern New England footprint, capabilities exist to relocate operations from event impacted areas. Through the mapping process, FairPoint is able to identify single points of failure and develop alternative work processes.

### **Department Recovery Plans**

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements, along with E-911 needs, have a high level of consideration in addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations. The recovery plans are built around a 24hour to 72hours response plan. This methodology



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focuses on the immediate steps that need to be taken to recover functional operations within short duration events (less than 24 hours) and well as long term plans to maintain functionality during an extended event (up to, or greater than 72 hours).

### **IT Recovery Plan**

Lke most operations, FairPoint is dependent on an IT infrastructure to conduct business and serve customers. Because of its importance, FairPoint has a continuity plan established specifically for IT operations. The IT continuity plan addresses security and access control of data sites, onsite / offsite data backup methods, processes for sequencing of system(s) recoveries and ultimately the use and execution of our established Disaster Recovery Site located outside the FairPoint footprint.

# Plan Maintenance and Exercising

The BCP is a so called "living" document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are reviewed with oversight from FairPoint's Risk Management Team. In 2013, FairPoint began the process of migrating the BCP onto a cloud based solution which will allow access to the plan components from any computer, smartphone and tablet.